



Specifications for SWC #182 Elevator Maintenance

1) Purpose

The purpose of this Contract is to ensure the preventative maintenance and repair of elevators, escalators, dumbwaiters, and wheelchair lifts for the State of Tennessee and other Authorized Users. It is the intent of this Contract that the Contractor provides full equipment maintenance and services for elevators, escalators, dumbwaiters, and wheelchair lifts to ensure their safety and function.

2) Scope

1. It is the responsibility of the Contractor to provide:
 - i) Full maintenance and repair services in accordance with requirements of the State of Tennessee and the following American Society of Mechanical Engineers (ASME) Handbooks, as updated and adopted by the State:
 - (1) The Elevator Safety Code. The Safety Code for Elevators and Escalators, ASME A17.1 - 2010/CSA B44-10, Nineteenth Edition;
 - (2) ASME A17.6 – 2010;
 - (3) The Safety Code for Existing Elevators and Escalators. ASME A17.3 - 1996, Fourth Edition;
 - (4) CSA B44.1/ASME A Elevator and Escalator Electrical Equipment; and
 - (5) Compliance with applicable city codes.
 - ii) Services including, but not limited to:
 - (1) Twenty-four (24) hours/day, seven (7) days/week emergency response service;
 - (2) Twenty-four (24) hour maximum response time to a unit or equipment malfunction;
 - (3) After-hours callback service;
 - (4) Testing teams for routine safety certification in accordance with ASME and the standards and regulations of the State of Tennessee; and
 - (5) Maintenance, repair, and monitoring of Elevator Phones.
2. Services outside of the scope of Monthly and Preventative Maintenance are as follows:
 - i) Replacement of discontinued parts;
 - ii) Modernization, Renovation, or remodeling of machinery;
 - iii) Initial repairs required to bring units into compliance and Good Working Condition; and
 - iv) Jobs that are estimated to be over one hundred thousand dollars (\$100,000). Such jobs are excluded from being conducted under this contract without the prior approval of the State Building Commission ("SBC") per By-Laws, Policy, and Procedure of the State Building Commission of Tennessee Item 2.
3. It is the Contractor's responsibility to gain any necessary access to perform the required maintenance. This includes access to proprietary and non-proprietary equipment.

3) Definitions

1. Authorized Users:
 - i) All Tennessee State governmental entities (this includes the legislative branch, judicial branch, and commissions and boards of the State outside of the executive branch of government);
 - ii) Tennessee local governmental agencies;
 - iii) Members of the University of Tennessee or Tennessee Board of Regents systems;
 - iv) Any private nonprofit institution of higher education chartered in Tennessee; and
 - v) Any corporation which is exempted from taxation under 26 U.S.C. Section 501(c) (3), as amended, and which contracts with the Department of Mental Health and Substance Abuse to provide services to the public (Tenn. Code Ann. § 33-2-1001).
2. Conveyance(s): Units and equipment such as elevators, escalators, dumbwaiters, and wheelchair lifts.
3. Good Working Condition: This refers to a unit or equipment requiring no repairs at the time of its being brought onto the Contract. A unit or piece of equipment must be compliant, safe, and fully functional to be considered in Good Working Condition.
4. Modernization: Modernization refers to any upgrades made to units in Good Working Condition. Modernization does not refer to any repairs.
5. Monthly Maintenance: A monthly process of routine examination, lubrication, cleaning, and adjustment of parts, components, and subsystems for the purpose of ensuring performance in accordance with ASME A17.1-2010 or the most recent State adopted version of the ASME Safety Code. Monthly Maintenance encompasses all parts and labor, and is included in the monthly cost between the State and the Contactor.
6. Preventative Maintenance: Examination, lubrication, painting, and adjustment of parts, components, or subsystems at intervals recommended by the equipment manufacturer and State adopted ASME codes or as dictated by the use of the equipment or Authorized User. Preventative Maintenance encompasses all parts and labor, and is included in the monthly cost between the State and the Contactor.
7. Red-tagged: These units are to be considered out of service unless stated otherwise by the Authorized User's facility manager. If a unit is red-tagged, no maintenance is needed, but the unit will still need category testing.
8. Regular Work Hours: Monday through Friday 8:00 AM – 4:30 PM, excluding legal State holidays. A listing of State holidays can be found at <https://www.tn.gov/about-tn/state-holidays.html>. Any work conducted outside of Regular Work Hours must have prior written approval from an Authorized User.
9. Renovation: Renovation refers to any purely cosmetic or aesthetic changes. Renovation does not refer to any repairs affecting the function of the unit.
10. Suspended: Unit is temporarily out of service. Suspended units still require maintenance and testing per State adopted ASME codes and State regulations.

4) Maintenance and Services

1. General Requirements
 - i) The Contractor shall ensure compliance with all State adopted ASME standards and requirements as well as all State regulations.

- ii) The Contractor shall have available at all times for immediate use a complete set of pertinent equipment maintenance and repair tools and instruments. The intent and purpose of this requirement is for the Contractor to be able to complete all required service as needed.
- iii) As adjustment changes are required due to ASME code and/or ADA changes, these shall be made by the Contractor using the hourly rate and cost-plus, per Terms and Conditions 7.3. This shall be done only at the written request of the Authorized User. It is the responsibility of the Contractor to notify the Contract Administrator and any Authorized Users as the Contractor is aware of pertinent code changes.

2. Monthly Maintenance

- i) Contractor shall provide elevator maintenance services every month, to include all labor, equipment, and materials as outlined in these specifications. General categories of equipment maintenance shall include, but are not limited to, the following as specified in the most recent revision of the ASME Safety Code as adopted by the State:
 - (1) Proper cleaning of elevator cars, car tops, pits, machine rooms, and machines;
 - (2) Lubrication of guides, rails, suspension means, safety linkages, and machines;
 - (3) Adjustment of doors to ensure full closure at a correct speed and proper operation of the door reopening devices;
 - (4) Inspection of buttons, key switches, lights, indicator lamps, and audible indicators;
 - (5) Testing of elevator controls system(s), acceleration and stopping capabilities, safety circuits, and electronics;
 - (6) Review of the machine's mechanical condition, adjusting or replacing gears, brakes, bearing, or ropes when needed.
- ii) Contractor shall provide Conveyance maintenance services every month, to include all labor, equipment, and materials as outlined in these specifications. Conveyance maintenance shall include, but is not limited to, categories specified in the most recent revision of the ASME Safety Code as adopted by the State.

3. Preventative Maintenance

- i) Painting: Contractor shall paint the equipment at frequencies sufficient to prevent rusting and preserve the equipment. All paint shall be suitable for the purpose intended and of high quality. Application of the paint, in all circumstances, shall comply with State adopted ASME codes and shall be in colors approved by the Authorized User's facility manager. Any exceptions are done at the discretion of the facility manager. Any painting requested for purely cosmetic or aesthetic reasons will be considered out of scope of Preventative Maintenance.
- ii) Lubrication: Contractor shall, at a minimum, lubricate the equipment at the frequency recommended by the manufacturer and State adopted ASME codes, or more frequently if dictated by use of the equipment. All lubricants shall be suitable for the purpose intended and shall meet or exceed the minimum requirements specified by the manufacturer of the equipment to which the lubricant is applied. Lubricants, cleaning fluids, and all combustible liquids shall be stored in a metal cabinet in the machine room.
- iii) Adjustments: Contractor shall adjust the equipment:
 - (1) When the operation of the equipment varies from its normal or originally designed performance as a result of normal wear and tear;
 - (2) When necessary to preserve the useful life of a part or assembly;

- (3) When necessary to continue safe, dependable operation in accordance with State adopted ASME codes; or
 - (4) To continue performance of the equipment in accordance with original design, including smoothness and quietness of operation.
 - iv) Discontinued Parts: If a single part is not available, a closely compatible component shall be substituted, upon prior approval by the Authorized User. Discontinued parts are not included in the scope of Monthly or Preventative Maintenance. Discontinued parts are to be paid on a cost-plus basis, as per Terms and Conditions 7.3.
 - v) Suspended or Red-tagged units and equipment must be serviced in accordance and in the frequency recommended or required by State adopted ASME codes and State regulations.
4. Initial Inspection and Repair
- i) The Contractor must provide maintenance and services to units and equipment in Good Working Condition. At the start of the Contract, the Contractor shall inspect the unit and equipment at the Authorized User's request to determine the level of repair needed. Any unit or equipment initially reported to need repairs in order to be considered compliant, safe, and fully functional shall be subject to the hourly labor rate and cost-plus rate per Terms and Conditions 7.3.
 - ii) The initial inspection shall be subject to the hourly labor rate.
 - iii) Should a unit or equipment be reported to need repairs after its initial inspection, a reasonable timeline shall be given to the Authorized User by the Contractor and agreed upon by both parties. Once the agreed upon timeline has expired, the unit/equipment will no longer be subject to the hourly or cost-plus rate per Terms and Conditions 7.3.
5. Elevator Phone Servicing
- i) The Contractor shall provide elevator phone services in Authorized User's owned or operated facilities. The service shall include maintenance, repair, labor, parts, and monitoring for elevator phones in those facilities.
 - ii) During the course of the contract no phone shall be out of service due to repairs or maintenance for more than twenty-four (24) hours without notifying the Authorized User. Any time a phone is out of service on an otherwise functioning elevator, the Contractor will notify all necessary Authorized User's facility managers.
 - iii) Maintenance of Elevator Phones
 - (1) All emergency phones shall be kept up to the standards set by the State adopted ASME codes and all maintenance and testing shall be in accordance with the requirements and recommendations of ASME codes and State regulations.
 - (2) Any existing elevator phones that are not compliant with the Americans with Disabilities Act (ADA) shall be subject to initial inspection requirements outlined in Specifications, Section 4.4.
 - (3) Location chips shall be programmed and tested monthly.
 - iv) Repairs:

If repairs are required the Contractor shall notify the Authorized User within two (2) hours of identification. The repairs shall be completed by the Contractor within twenty-four (24) hours.
 - v) Installation and Removal of Elevator Phones:

- (1) Removal – All phones removed from elevators shall remain the property of the Authorized User.
 - (2) Installation –Any parts used for elevator phone installation shall be approved by the Authorized User’s facility manager prior to installation. Installation solely for modernization or cosmetic purposes shall be considered out of scope of the monthly maintenance as per Specifications, Section 2.2.ii. Installation of elevator phones is subject to the established hourly and cost-plus rate per Terms and Conditions 7.3.
- vi) Monitoring:
- (1) The Contractor shall provide a twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year dispatch service with a local office number and an E-service web address.
 - (2) All dedicated telephone lines, if required, will be provided by the Authorized User.
 - (3) To ensure the Authorized User has sufficient information to contact the Contractor for service calls – both emergency and non-emergency – the Contractor shall, at contract implementation, submit to the facility managers or authorized representatives all relevant contact information for its service operations manager. The Contractor shall regularly ensure this information remains current.
 - (4) All hands-free phones shall be programmed to the Contractor’s service.
6. Timely Response
- i) The Contractor shall respond by phone or email to any call made by the State or its Authorized Users within a maximum of two (2) hours.
 - ii) The Contractor shall be onsite within twenty-four (24) hours in response to any non-emergency call made by the State or Authorized User. If a unit or equipment breaks or becomes damaged due to Contractor negligence in the performance of Monthly and Preventative Maintenance or of a specific repair of the unit or equipment, the Contractor shall return within three (3) hours of the Authorized User’s request to repair to the unit or equipment. This shall be done without additional charge, either for labor or travel time and expense. The State reserves the right to consult a third party expert to determine whether damage is due to Contractor negligence.
 - iii) Emergency service:
 - (1) The Contractor shall ensure that a trained mechanic is “on call” twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year for emergency response.
 - (2) The Contractor shall have a qualified full time service staff with the ability to receive service request calls from elevator emergency phones and dispatch service technicians immediately upon receiving an emergency call or at the request of the Authorized User’s facility manager. A voice mail system is not acceptable.
 - (3) The Contractor shall be on site within two (2) hours of an emergency call.
 - (4) Emergency response shall be at no additional charge to the State or Authorized User, but shall be provided as part of Monthly Maintenance.
 - (5) An emergency will constitute all elevators in a building or on a floor being out of service or the entrapment of persons.
7. Testing Procedures

- i) The Contractor shall conduct all tests as required by the most recent ASME codes adopted by the State and the State regulations.
- ii) Periodic tests as required by State adopted ASME codes shall be documented and recorded by the Contractor and may be witnessed by the Authorized Users' facility manager.
- iii) Written reports of all tests shall be submitted to the Authorized User's facility manager and, in the case of running safety tests, prior notification shall be given so that a designated representative of the Authorized User may be present.
- iv) The Contractor shall submit written results of all tests in accordance with the applicable code regulations. Immediately following all tests, copies of the reports shall be forwarded to the Authorized User's facility manager and any other persons or entities the Authorized User and its representative(s) deem necessary, which will be designated in writing.
- v) The Contractor shall commit the necessary resources to accomplish the performance of these requirements.

8. Scheduling

- i) All maintenance, repairs, and testing shall be coordinated and scheduled in advance with the Authorized User's facility manager. This shall be done based on the requirements needed by Authorized Users and as recommended by the most recent revision of the ASME Handbook as adopted by the State of Tennessee.
- ii) Removal of units or equipment from service shall be coordinated with and approved by the Authorized User's facility manager. To the extent possible all maintenance and repairs which require the removal of elevator equipment from service for an extended period shall be scheduled after Regular Work Hours in coordination with the Authorized User's facility manager. Any after-hours work shall be subject to an hourly rate.
- iii) The Contractor shall give a minimum of two (2) business days' notice to the Authorized User before removing any elevator equipment from service for Preventative or Monthly Maintenance.
- iv) Non-emergency breakdowns and shutdowns should not keep the elevator equipment out of service longer than twenty-four (24) hours.
- v) Any shutdown or breakdown exceeding three (3) consecutive days is unacceptable without the prior notification of the Authorized User. This includes locating the trouble, procurement of parts, installation of parts and placing of the equipment back into safe, uninterrupted operation. The Contractor must be equipped to meet these conditions. Inability to obtain parts or unavailability of necessary technical advice or engineering expertise is not acceptable.
- vi) If a shutdown or breakdown is anticipated to exceed three (3) consecutive days, the Contractor shall submit a reasonable expected return to service date, as agreed upon by both parties, for repairs and delays that are beyond the control of the Contractor.
- vii) In the event that a unit is deemed to be in such constant use that it cannot be removed from service for preventative maintenance operations during Regular Work Hours, the Contractor will provide all maintenance requiring shutdowns outside of Regular Work Hours. These units shall be subject to the hourly labor rate. Any list of elevators requiring monthly maintenance outside of Regular Work Hours is subject to change at any time, and the Authorized User will provide updates to the Contractor.

5) **General Procedures**

1. Administrative Responsibilities

- i) Contractor employees shall sign in and out using each building's log. The employee's and Authorized User facility manager's signature must be on the log for both signing in and out. A physical or digitized log may be used at the Authorized User's discretion.
- ii) The Contractor is only authorized for the work specified in the Purchase Order or written instruction from the Authorized User's facility manager. Unauthorized work performed by the Contractor shall be considered a violation of this contract per Terms and Conditions 6.1.
- iii) The Contractor is responsible for bringing any maintenance issues found to the Authorized User Facility Manager's attention so that repairs can be properly authorized.
- iv) A trouble log shall be maintained by the Contractor in the machine room of each building on which the date of each callback, the reported trouble, the problem found, and the corrective action taken shall be recorded. In addition, the Contractor shall be responsible for reporting this information each visit to the Authorized User's facility manager so that he/she may also review the operational status of the building's elevator trouble log, reference Attachment C.
- v) Contractor shall agree to attend meetings with the Authorized User as requested by the Authorized User or Contract Administrator for the purpose of delivering, reviewing, and discussing a monthly written summary of all callbacks for repairs, maintenance, scheduling, and other contract compliance issues. The intent and purpose of the meetings are to minimize callbacks of the Contractor by keeping the Authorized User aware of performance trends, replacements, and other maintenance issues.

2. Wiring Diagrams

- i) If necessary to perform services under this Contract, the Contractor shall have access to all applicable prints, schematics, wiring diagrams etc., presently on site. These documents shall remain the property of the Authorized User and are to remain on the premises at all times.
- ii) Wiring diagrams shall be kept neatly protected and stored (except where mounted on boards) and shall be copied and replaced if their condition warrants. Wiring changes shall be marked up on the drawings. All drawings shall be considered property of the Authorized User.
- iii) The Contractor shall maintain the Authorized User's wiring changes or modifications to circuits resulting from control modifications, parts, replacements or equipment upgrades.
- iv) The Authorized User shall retain sole possession of these drawings. The Contractor shall not make any copies of these diagrams or take any pictures without express written permission from the Authorized User's facility manager.
- v) Depending on the nature of the information required, the Contractor shall agree to keep such information confidential under the State's public record laws per Terms and Conditions 8.2.

3. Genuine Parts

- i) In performing the above indicated work, the Contractor agrees to provide only genuine parts authorized by the manufacturer of the equipment for replacement or repair, and to use only those lubricants obtained from or recommended by the manufacturer of the equipment. Equivalent parts or lubricants may be used only if approved in writing by the Authorized User prior to their use. Parts requiring repair shall be rebuilt to "as new" condition.
- ii) All parts installed under the provisions of this contract shall be inventoried by the Contractor subject to periodic verification by the Authorized User and tracked by Contractor work order. Any consumable materials and supplies (grease, rags, etc.) required for monthly maintenance are to be provided by the Contractor at no additional cost to the Authorized User. The cost for

any consumable materials should be included in the monthly maintenance rate and will not be inventoried by the Authorized User.

iii) In the event that a part must be replaced, the Contractor shall provide the old part to the Authorized User's facility manager after installation of the new part.

4. Tenn. Code Ann. § 4-3-1114

All elevators housed within State-owned public buildings have an emergency keyed lock box installed next to each bank of functioning elevators located on the main level. The Contractor shall not remove or tamper with this lock box without first receiving written permission from the Authorized User's facility manager. The Contractor shall notify the Authorized User's facility manager if there is any evidence of tampering.

6) Supplier and Employer Qualifications

1. Required Certifications and Licenses

- i) It is the responsibility of the Contractor to ensure employees are properly certified and licensed to meet any and all State and industry requirements.
- ii) The Contractor's employees providing service through the contract must have a Federal Department of Labor certificate.
- iii) The Contractor must be registered with the Tennessee Department of Labor and Workforce Development.
- iv) The Contractor must provide proof that they hold a minimum BC-17 classification Contractor's license with a minimum monetary limit of \$100,000.
- v) The Contractor must provide proof that employees meet the specified requirements.

2. Employees of Contractor to be Satisfactory

- i) All employees performing work under this contract shall be satisfactorily dressed in clean uniforms (identifying them as Contractor personnel) with acceptable demeanor.
- ii) All employees performing work under this contract shall possess full technical qualifications in the opinion of the Authorized User's facility manager.

3. Contractor to Comply

- i) Contractor employees will be denied access to the property if determined to be under the influence of a controlled substance and/or alcohol.
- ii) Employees shall not have in their possession firearms, explosives, controlled substances or other potentially harmful, dangerous or illegal items on Authorized User's properties.
- iii) Any employees found to be unacceptable to the Authorized User's facility manager shall be replaced by the Contractor after being given reasonable notice.

7) Authorized Users Facility Instructions

1. Repair and Patching to Authorized User's Property

- i) All damage to sidewalks, streets, alleys, curbs, lawns, plants, gutters or existing structures, etc. occurring in association with elevator construction or repair shall be restored by the Contractor at its expense. Repair of sidewalks shall be made by replacing the entire block damaged. Cracked sidewalks will be considered as damaged.
- ii) The Contractor shall be held responsible for damage caused by its work or work crew, and shall be responsible for repairing that damage as its expense.

2. High Security Facilities

Contractor servicing high security locations are required to have background checks of onsite employees at the Contractor's expense, give a forty eight (48) hour notice before arrival, and must be escorted while on the premises.

3. Maintenance during Facility Renovations and/or Modernizations

- i) The Authorized User, at its discretion, may temporarily or permanently remove elevator equipment from this Contract. The Contractor shall maintain the elevator equipment until notified otherwise by the Authorized Users' facility manager. The Contractor shall resume Monthly Maintenance when the unit is added back to the Contract.
- ii) Elevator equipment taken out of service for renovation or modernization by the Authorized User shall be excluded from the Monthly and Preventive Maintenance rate until added back to the Contract.

4. Machine Rooms

- i) Parts cabinets are the property of the Authorized User and are in place or will be provided.
- ii) A metal can and lid shall also be provided in each machine room for the storage of clean rags. These cans are the property of the Authorized User. Oily/soiled rags shall be removed immediately after use by Contractor and shall not be left in the machine rooms.
- iii) Machine rooms shall be kept clean and neat when onsite by Contractor.

8) Attachments

The following attachments apply to the above specifications, may be used for all applicable service conducted, and may be changed at any time at the Authorized User's and/or Contract Administrator's discretion:

- i) Attachment A. Monthly Maintenance Checklist
- ii) Attachment B. Sign-in Sheet example
- iii) Attachment C. Trouble Log example
- iv) Attachment D. All Regions Units List